KOHINOOR COLLEGE
of Hospitality Management & Tourism Studies
(Affiliated to the University of Mumbai)

NEWSLETTER
October 2026 / FOR ACADEMIC YEAR 2026–2027

A MONTH OF GROWTH



As we welcome the month of October, let's carry forward the enthusiasm of September into new opportunities with dedication, curiosity and positivity.

At Kohinoor, we believe every experience adds value, every challenge builds strength, and every day is a chance to learn and make a difference.



SHAPING FUTURE LEADERS
Where hospitality meets excellence.



CULINARY EXCELLENCE
Creating experiences, one dish at a time.



BEYOND THE CLASSROOM
Learning through experiences.

HOSPITALITY IS NOT JUST A CAREER, IT'S A WAY OF LIFE.

OUR PROMISE

To inspire, to educate and to create globally competent hospitality professionals.

OUR PATHWAAY

LEARN	PRACTICE	SERVE	SUCCEED
New skills every day.	Hands on training.	With passion and care.	Building a bright tomorrow.

OUR VALUES

PASSION	AMBITION	PRACTICE	RESPECT	SUCCESS
Shapes our path.	Drives our dreams.	Builds our skills.	For all always.	Our shared goal.



THE EDITORIAL

As we step into October, our campus comes alive with fresh energy, new goals, and exciting opportunities. This month marks a time of growth, learning, and celebrating the small victories that bring us closer to our dreams.

At Kohinoor, we continue to provide a platform where ideas turn into skills, and skills into real-world success. From industry visits and guest lectures to workshops and cultural events,. October is packed with experiences that help shape our journey in the hospitality world.

This month, we focus on building confidence, strengthening teamwork, and preparing for the upcoming placements and industry interactions. Every step we take is a step towards a brighter future.

To our students: keep learning, stay disciplined, and believe in your potential. Support one another, ask questions, and never stop exploring new ideas.

To our faculty and mentors: thank you for your guidance, patience, and constant encouragement.

Let's make this October a month of progress, good connections, and meaningful experiences.



Learning today



Building tomorrow



Together always

"Hospitality is not just what we do, it's who we are."

This Month, Let's Focus on:

Learninig	Practice	Teamwork	Passion	Excellence
Build new skills and embrace challenges.	Turn knowledge into confidence.	Achieve more, together.	Keep your purpose alive.	Go beyond, always.

WE LEARN to grow | **WE SERVE** from the heart | **WE CREATE MEMORIES** that last a lifetime

We'd love to hear from you!
Share your feedback, ideas or articles for the next newsletter at
nikunj005@kohinoorcollege.com

Let's continue building a campus where every voice matters.
— Editorial Team

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October at a Glance

"A new month, new celebration, and memories at Kohinoor!"

October brings a beautiful mix of learning, creativity and togetherness. From Gandhi Jayanti to the festive spirit of Navratri and Dussehra, the month gives us many moments to celebrate and reflect.

Gandhi Jayanti – 2nd October 2026

Gandhi Jayanti marks the birth anniversary of Mahatma Gandhi. It reminds us of the values of peace, truth, non-violence and simplicity. It is also observed as the International Day of Non-Violence.



TY & SY students actively participated in the DLLE activities held at the Gateway of India on 2nd October 2026, on the occasion of Mahatma Gandhi Jayanti.

Navratri – 11th to 19th October 2026

Navratri is a nine-day festival dedicated to the worship of Goddess Durga. It is celebrated with devotion, colourful traditional attire, music and dance. In 2026, Navratri begins on 11th October, with Durga Ashtami and Maha Navami falling on 19th October.

"Nine nights of devotion, colour, music and celebration."









Dussehra – 20th October

Dussehra, also known as Vijayadashami celebrates the victory of good over evil. It marks an important conclusion to the Navratri period and is associated with the triumph of Lord Rama over Ravana. In 2026, Dussehra falls on 20th October.

"A celebration of courage, goodness and the victory of light over darkness."





HOSPITALITY FACULTY PROFILE

Industry Experience, Teaching Inspiration & Future Goals



MR. DEVEN ALVARES

1. What inspired you to become a faculty in Hotel Management?

I wanted a role in training that offered new challenges and opportunities for growth. After spending six years in the industry, I felt it was the right time for a change.

2. Did you work in the hotel industry before teaching? If yes, which department and Property?

Yes. Before joining academics, I worked in the hotel and cruise industry. I worked at Taj Lands End and with Costa Cruise Lines in the Food & Beverage department.

3. What is your future goal ahead?

My goal is to share as much knowledge and experience as possible with students, helping them grow into successful hospitality professionals.

CAREER CORNER

From Students to Professionals: Building Your Hospitality Personality

The hospitality industry is not just about serving guests; it is about creating memorable experiences through professionalism, confidence, communication, and care. As hospitality students, developing the right personality is an essential step towards becoming successful professionals.

1. Professional Grooming and Appearance

A neat uniform, proper hygiene, polished shoes, and a well-groomed appearance create a positive first impression. Personal grooming reflects discipline and professionalism.

2. Effective Communication Skills

Clear communication, active listening, polite language, and a friendly tone help build strong relationships with guests and colleagues. Good communication is the foundation of excellent hospitality service.

3. Confidence and Positive Attitude

Clear communication, active listening, polite language, and a friendly tone help build strong relationships with guests and colleagues. Good communication is the foundation of excellent hospitality service.

4. Teamwork and Leadership

Hotels operate through teamwork. Learning to cooperate with others, respect different opinions, take responsibility, and support team members prepares students for real-world hospitality operations.

5. Guest-Centric Approach

Guests are at the heart of hospitality. Understanding their needs, showing empathy, respecting their preferences, and paying attention to small details help create exceptional guest experiences.

6. Discipline and Professional Ethics

Guests are at the heart of hospitality. Understanding their needs, showing empathy, respecting their preferences, and paying attention to small details help create exceptional guest experiences.

From Classroom to Career

Every practical session, college event, internship, and guest interaction is an opportunity to develop professional skills. Students should focus on continuous learning, self-improvement, and adapting to industry expectations.

Remember: Skills may help you secure your first opportunity, but your personality, attitude, and professionalism help you grow in the hospitality industry.

"Be the professional who makes every guest feel welcomed, valued, and remembered."

INDUSTRY INSIDER

One Question. One Expert.

Property	Taj The Trees, Mumbai
Name	JANHAVI WALAVALKAR
Position	Deputy housekeeper
Focus	Housekeeping Operations, Cleanliness & Guest Satisfaction



Role & Responsibilities

As a Deputy Housekeeper, my duty is to ensure that all housekeeping operations run smoothly, efficiently, and professionally. I assist the Executive Housekeeper in maintaining cleanliness, hygiene, and presentation standards throughout the hotel while ensuring guest satisfaction. The Deputy Housekeeper supervises housekeeping staff, coordinates with other departments, monitors room readiness, and ensures that all guest rooms and public areas meet the hotel's quality standards.

Key Responsibilities

- Ensure cleanliness and proper maintenance of guest rooms and public areas.
- Supervise housekeeping staff and monitor their performance.
- Ensure that Standard Operating Procedures (SOPs) are followed.
- Coordinate with the Front Office regarding room status, check-ins, and check-outs.
- Conduct room inspections to maintain cleanliness and presentation standards.
- Monitor housekeeping supplies, linen, amenities, and inventory.
- Handle guest complaints related to cleanliness and housekeeping services.
- Ensure safety, hygiene, and professional standards throughout the department.

Industry Insight: Effective housekeeping management requires attention to detail, teamwork, staff supervision, and a strong commitment to cleanliness and guest satisfaction.

Hospitality Humour



Hospitality Humour

1. Chef's Favourite Words



2. Food & Beverage Service



3. Front Office Smile



4. Housekeeping Reality



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HOSPITALITY SPOTLIGHT

"A Day in the Life of a Hotel Professional"

As hotel management students, we spend countless hours perfecting our knife skills in the production labs, practicing our check-in scripts in mock lobbies, and setting tables down to the exact millimeter. Yet, textbooks can only teach you so much. The real heartbeat of the hospitality industry lives and breathes inside the high-octane, unpredictable rhythm of a five-star property. To truly understand what it means to wear our future uniform with pride, we have to look past the pristine glamour and peer behind the curtain at what a single day actually demands from the people running the show.

For a Chef

For a Chef, the day starts long before the sun is up or the first guest stirs. Walking into a silent, chilly kitchen, the morning begins with the sharp, methodical inspection of fresh produce, verifying the precision of the mise en place, and rallying the team during the pre-service briefing. When the restaurant doors finally open, the kitchen transforms into an intense, high-stakes theater where split-second timing, searing heat, and flawless coordination dictate every single plate that hits the pass. Between tasting sauces, shouting orders, and keeping sanitation standards uncompromised, a chef lives for the rush of service, closing out the night only after reviewing inventory and planning the next day's culinary battle plan.



For a Front Office Executive

Out in the lobby, the nerve center of the entire property, a Front Office Executive starts their shift mastering the delicate art of human psychology. Their morning is a relentless dance of managing express check-outs, welcoming VIP arrivals with a poised smile, and fielding special requests that range from simple room changes to handling unexpected emergencies. Throughout the day, they act as the face, ear, and shield of the hotel, smoothing over guest grievances with absolute grace under fire while keeping a hawk-eye on room inventory. Their day wraps up not just with paperwork, but with detailed handover logs to ensure the incoming shift steps into total stability.



For an F&B Executive



Down on the restaurant floor, an F&B Executive lives in a world of constant motion and sensory alertness. Their shift kicks off with inspecting every single table setting, briefing the service brigade on daily specials, and ensuring that the ambiance hits the exact luxury note the brand demands. As breakfast rushes bleed seamlessly into lunch service and private corporate bookings, they manage floor pacing like conductors of an orchestra, anticipating guest needs before they are even spoken and executing service recovery with effortless charm. Auditing daily covers, resetting the outlet, and preparing the floor for the evening crowd fills the rest of their high-energy day.

For a Housekeeping Executive



Far from the public eye, the day of a Housekeeping Executive is a masterclass in microscopic perfection and relentless physical endurance. Beginning with morning linen distributions and room allocation briefings, they walk miles across the property inspecting suites to ensure that every single detail—from the crisp fold of a duvet to the perfect alignment of bath amenities—meets elite luxury standards. Managing lost-and-found items, coordinating deep-cleaning schedules, and racing against tight check-out timelines to ready rooms for incoming guests keeps them on their toes until every corner of the hotel shines.

For the Event Manager



Finally, the Event Manager brings the grand visions of planners to life through a day of orchestrated chaos. Their morning begins with intensive cross-departmental syncs with culinary, engineering, and security teams. They spend their hours overseeing massive banquets, high-profile conferences, or grand weddings, meticulously checking audio-visual setups, staging, and strict timelines. Putting out sudden fires behind the scenes while maintaining an aura of absolute calm and confidence for the event host is their true superpower, ending only when the final guests depart and the ballroom is quiet once more.

Conclusion

Reflecting on these roles, I realize that choosing hotel management isn't just picking a career path—it is embracing a lifestyle of grit, passion, and immense service pride. Every single department has its own unique chaos, yet they all share a singular, beautiful obsession: making sure that no matter how grueling the day gets, the guest experiences nothing short of magic.

THE HOSPITALITY CHALLENGE

What would you do?

DEPARTMENT: FRONT OFFICE

01

A guest arrives after a delayed flight, exhausted, with a client meeting in an hour, but their room will not be ready until 2 PM.

A. Ask the guest to wait.

B. Offer a lounge or day-use room, store their luggage, and provide an accurate waiting time.

C. Simply apologise and ask them to return later.

D. Tell the guest to contact the booking department.

Best Option: B — Offer an immediate alternative that helps the guest prepare for the meeting.

02

A guest arrives with a confirmed reservation, but the hotel is fully booked due to a booking error.

A. Tell the guest that no rooms are available.

B. Blame the booking system.

C. Arrange an equivalent or better hotel nearby, cover the cost according to hotel policy, and arrange transport.

D. Ask the guest to wait until a room becomes available.

Best Option: C — Take responsibility and arrange suitable accommodation to minimise the guest's inconvenience.

THE HOSPITALITY CHALLENGE

What would you do?

DEPARTMENT: HOUSEKEEPING

01

A guest complains that their room has not been cleaned, although they requested housekeeping earlier.

A. Explain that the housekeeping department is busy.

B. Apologise, acknowledge the mistake, and arrange prompt cleaning with the guest's permission.

C. Ignore the complaint until the next shift.

D. Ask the guest to contact the front office.

Best Option: B — Apologise sincerely and arrange prompt service while respecting the guest's privacy.

02

While cleaning a guest room, an attendant accidentally damages the guest's watch.

A. Put the watch back and say nothing.

B. Blame another staff member.

C. Attempt to repair it secretly.

D. Report the incident immediately to the supervisor and follow the hotel's procedure to inform the guest and resolve the issue.

Best Option: D — Honest reporting protects guest trust and allows the hotel to resolve the incident professionally.

THE HOSPITALITY CHALLENGE

What would you do?

DEPARTMENT: FOOD & BEVERAGE SERVICE

01

A guest visits the hotel restaurant and complains that their food has been delayed for 30 minutes. They have an important appointment soon.

A. Tell the guest that the kitchen is busy.

B. Ignore the complaint and continue working.

C. Apologise, check the order status, and offer a quick alternative or takeaway service.

D. Immediately blame the kitchen staff.

Best Option: C — Acknowledge the delay, coordinate with the kitchen, and offer a practical solution to save the guest's time.

02

A couple celebrating their anniversary receives the wrong dish and complains after noticing the mistake.

A. Apologise, replace the dish promptly, and offer a complimentary dessert if authorised.

B. Explain that the mistake was the kitchen's fault.

C. Ignore the complaint.

D. Ask the couple to pay again for the correct dish.

Best Option: A — Correct the mistake warmly and promptly to protect the guest's dining experience.

What would you do?

DEPARTMENT: FOOD PRODUCTION (KITCHEN)

01

During a busy service, a ticket reveals that a guest has a severe nut allergy, but the dish has already been partially prepared using potentially contaminated equipment.

A. Send the dish out because it looks safe.

B. Remove the visible nuts and serve it.

C. Cancel the order without informing the service team.

D. Stop preparation, inform the chef and service team, and prepare a safe replacement using clean equipment and verified ingredients.

Best Option: D — Prevent cross-contact and never compromise on food safety.

02

During peak service, the kitchen runs out of a key ingredient for a dish that several guests have ordered.

A. Continue accepting orders and deal with the shortage later.

B. Stop the entire kitchen operation.

C. Inform the service team immediately, update the dish's availability, and suggest a suitable alternative approved by the chef.

D. Let guests discover the shortage when their orders are rejected.

Best Option: C — Communicate promptly and offer alternatives to prevent delays and guest dissatisfaction.

Conclusion

A hospitality professional should listen carefully, apologise sincerely, take responsibility, and provide practical solutions. Across all four departments, the goal is to maintain guest satisfaction, safety, and professional service standards.

KOHINOOR STUDENT SPOTLIGHT



MR. KUNAL SALIAN
Edited by : Anushka Pai

Every career has a beginning, and mine started with a passion for hospitality and a desire to learn something new every day. Looking back, my journey as a bartender has been a mix of learning, challenges, new opportunities, and experiences that have helped me grow both professionally and personally.

Building a Foundation at Kohinoor

My journey began at Kohinoor College of Hotel and Tourism Management, where I pursued a degree in Hotel Management. College played a key role in shaping my personality and preparing me for the hospitality industry. It taught me the importance of discipline, teamwork, communication, and professionalism. As part of my industrial training, I had the opportunity to work with Four Seasons, where I experienced how the hospitality industry runs and understood the importance of delivering quality service to every guest.

Starting Out at Le Sutra

After completing my graduation, I began my professional career as an Assistant Bartender at Le Sutra, Mumbai's first Indian art hotel. My responsibilities included opening the bar, checking stock, preparing mise en place, and ensuring that daily operations ran smoothly. I also prepared and served cocktails, especially during busy shifts. One of the most valuable parts of this experience was having a great mentor who taught me how to manage shifts according to hotel occupancy and handle the pressure of a busy bar. Those early lessons helped me build a solid foundation for my career.

Taking on New Responsibilities at Akina

After six months, I got an opportunity to work as a Bartender with Aspect Hospitality at Akina, Worli. This was a significant step forward because my responsibilities extended beyond preparing drinks. I was handling a team in a speakeasy bar, looking after ordering, managing pre-batching, and training my assistant bartender and bar back.
Since Akina was a pre-opening property, I had the opportunity to be involved from the very beginning. From ordering bar equipment and glassware to understanding quotations and budgeting, I learned how much planning goes into setting up a bar. We also curated the cocktail menu, conducted tasting sessions, and worked towards finalising the menu with our manager.

Discovering a New Cocktail Culture in Dubai

After eight months at Akina, I got another exciting opportunity to work at MARQ Club at Marine Beach Resort in Dubai. Moving to a new country gave me a chance to experience a different hospitality environment and explore another cocktail culture. Working in a busy bar helped me understand how service standards, guest expectations, and working styles can vary across destinations. It was a valuable experience that broadened my perspective and encouraged me to keep learning.

Experimentation and Brand Education at Mansionz

Currently, I am working as a Bartender and Team Leader at Mansionz by Living Liquidz. What makes this role particularly interesting is the experimental concept behind Mansionz. The idea goes beyond a conventional bar experience by bringing together a premium liquor store, an American brasserie, an Asian café and bar, and a tasting room that allows customers to try spirits before buying them.

At Mansionz, one of my responsibilities is to curate cocktails around specific spirit brands. The aim is to help the sales team explain how a particular spirit can be enjoyed, what flavours complement it, and how it can be paired with different ingredients. This allows customers to understand the versatility of a spirit through a cocktail rather than simply choosing a bottle from a shelf. Being part of this concept has helped me explore the creative side of mixology while also understanding the relationship between cocktails, brand education, and sales.

Learning Beyond the Classroom

Apart from my professional experience, college also gave me opportunities to participate in competitions and take on leadership responsibilities. I was the first runner-up in the Drinq Mixology Competition, which encouraged me to explore my creativity and develop my confidence as a bartender. I also served as a team leader for my college's event management programme, where I handled a bar team and learned the importance of coordination, planning, and teamwork.

Gratitude to the People Who Guided Me

When I look back at my journey, I realise that every stage has taught me something different. From learning the basics at Le Sutra to managing a team at Akina, experiencing a new cocktail culture in Dubai, and exploring experimental mixology at Mansionz, every opportunity has contributed to the professional I am today.

However, I would not have reached this point without the guidance and support of the people who believed in me along the way. I am especially grateful to Sachin Sir and Chef Kaviraj, who were two important pillars of my journey at Kohinoor College. Their mentorship, guidance, and encouragement helped me develop the confidence to take on new challenges and work towards my goals.

I would also like to thank Kohinoor College of Hotel and Tourism Management for providing me with the foundation, exposure, and opportunities that helped shape my career. The lessons I learned there continue to guide me in my professional life.

A Message to My Juniors

For me, bartending has become much more than preparing and serving drinks. It is about understanding flavours, creating experiences, managing people, and constantly pushing myself to learn something new. Our industry is always evolving, and I believe that staying curious and being willing to learn are essential to growing in this profession.

My journey so far has taught me that success does not happen overnight. It comes from showing up, learning from mistakes, and making the most of every opportunity. As I continue moving forward, my goal is to keep learning, experiment with innovative ideas, and create memorable experiences for guests through the art of bartending. This is only the beginning of my journey, and I look forward to everything that lies ahead.

Thankyou

KOHINOOR IN ACTION



TY& SY students actively participated in DLLE activities held at the Gateway of India on 2nd October 2026, on the occasion of Mahatma Gandhi Jayanti.



TY students made beautiful Rangoli for Navratri
Nine nights of devotion colour music and celebration.

KOHINOOR IN ACTION



TY students and faculty came together to celebrate Navratri puja with devotion and joy, and festive spirit, embracing the vibrant traditions and cultural values of this auspicious occasion.



FY A-Batch Last Bakery Practical

KOHINOOR IN ACTION



FY Special Fire Fighting session for an amazing academic experience and useful for their safety purposes.



TY student Meghna More and was selected as a finalist In competition of (CND BAR PRO 2026)

KOHINOOR IN ACTION



SY students went for their Industrial Visit to Sula Vineyards For getting more knowledge about wines.

Mahima Vishwakarma (SY)
Devansh Gosavi (TY)

Thank You…